Product Number: 4224.15.15

GOVERNOR'S OFFICE CENTRAL

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Product Owner: Governor's Office
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GO Central is an application that manages communication from the governor's website into the governor's calendar. This tool connects both and replaces the manual entry process of emails received into their calendar. It currently manages meeting and event requests from the Governor's website and provides a mechanism for the staff to reject or accept events. The site also allows for communication with the requestors and formatting of data for synchronization into the calendar.

Going forward, the tool will support the PSA announcements as well as CAT. The site is currently an ASP.NET MVC application and runs on a MS SQL Server. It also uses OAuth for integration into the Gmail Calendar and Docs.

The hours of support required for Governor's Office Central are listed below.

Application	Support Hours	Days of Week
Governor's Office Central	Business Hours	Monday - Friday

Product Features and Descriptions

Feature	Description
Calendar	Ability for the public to request events with the Governor.
Admin	Administrative staff can edit and update events.
Integration	Provides integration with the Google Calendar
Messaging	Sends messages and emails to requesters keeping them up-to-date on their request.

Features Not Included

Feature	Explanation
Feature Name	Feature description. Note: Press Tab key to add more rows.

Rates and Billing

Feature	Description	Base Rate
Application Bug Fixes and Enhancements	Programming and testing of UCRS and associated applications and interfaces to fix reported bugs, implement changes.	See DTS Approved Rate
Application DBA Support	Perform modifications to the database needed to accommodate the implementation of change requests.	See DTS Approved Rate
Network Support	Monitoring, troubleshooting and support to ensure uptime and sufficient performance.	See Infrastructure Network Support product
Enterprise Hosting Services	Monitoring, updating and troubleshooting Application servers.	See Infrastructure Hosting product
Shared Oracle Support	DTS provided shared Oracle support	See Infrastructure Shared Oracle product
Desktop Services	Enterprise Desktop Services	See Enterprise Desktop Services product
Security Services	Enterprise Security Services	See Enterprise Security Services product

Ordering and Provisioning

Requests for changes are made by the Lt. Governor's office to the IT Director.

DTS Responsibilities

1. Programming and testing modifications to the application to fix reported bugs and implement enhancements to accommodate legislative mandated changes and changes in business practices.

2. Define technical requirements for enhancement requests.

3. Performing back-end database updates to fix bad data causing problems in the application.

Agency Responsibilities

1. Notify DTS/GO of any problems with the current system.

2. Assist in the design of changes to the system

3. Acceptance testing

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:
Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
Disclosures	This system will be available 24 X 7 365. DTS will provide support during Governor's Office regular business hours.

Resolution Time:
Resolution time measure DTS' efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:
Initial response measure DTS' efforts to respond to customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%

Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
First Contact Resolution	**65% of all incidents reported resolved on initial contact**

Customer Satisfaction Surveys and Reporting:
All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied